Norton™ Internet Security 2011

User Guide

See back cover for Quick Installation.

We protect more people from more online threats than anyone in the world.

Norton from symantec

Care for our Environment, 'It's the right thing to do'.
Symantec has removed the cover from this manual to reduce the Environmental Footprint of our products.

Norton Internet Security™ User Guide

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Documentation version 18.0

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Norton Internet Security™

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Overview

1

This chapter includes the following topics:

- About Norton Internet Security

About Norton Internet Security

Norton Internet Security delivers fast and light online threat protection. It guards your PC, network, online activities, and your identity with innovative detection technologies optimized to combat today's aggressive, rapid-fire attacks. Norton Internet Security makes online shopping, banking, and browsing safer and more convenient than ever.

The improved Norton Protection System features multilayered security technologies. They work together to provide the comprehensive protection that detects and removes threats before they can harm your PC. The Norton Protection System stops online identity theft, viruses, hackers, bots, spyware, Trojan horses, and more without slowing you down or getting in your way.

Installation

2

This chapter includes the following topics:

- Before you begin
- Installing Norton Internet Security
- If the opening panel does not appear

Before you begin

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

Norton Internet Security contains an antivirus program. If you have other antivirus programs that are installed on your computer, an uninstall panel may appear to help you remove them. Symantec strongly recommends that you remove the other antivirus programs. Follow the instructions on the uninstall panel.

Norton Internet Security contains a firewall program. If you have other firewall programs that are installed on your computer, Symantec strongly recommends that you remove them to prevent installation errors.

For more information, see the user documentation that came with the firewall program.

During the installation, if a firewall message appears, click Yes to use the Norton Internet Security firewall.

Installing Norton Internet Security

You can install Norton Internet Security from a CD, a USB drive, or from a file that you download.

To install Norton Internet Security

1. Do one of the following:
   - If you install from a CD, insert the CD into the optical drive.

     In Windows Vista or Windows XP, click **Install Norton Internet Security.**

     In Windows 7, click **Launch Norton Install** and then click **Install Norton Internet Security**.
   - If you install from a USB drive, insert the USB drive into the USB port.

     In Windows Vista or Windows XP, click **Launch Norton Install** and then click **Install Norton Internet Security**.

     In Windows 7, click **Open Folder to view files**, double click **Start.exe** and then click **Install Norton Internet Security**.
   - If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.
2. In the Norton Internet Security installation page, enter the Product Key if prompted.
3. Click the **Install Options** link, review the options, and then click **OK**.
4. Click the **User License Agreement** link, read the agreement, and then click **Close**.
5. After you have read the agreement, click **AGREE & INSTALL**.

If the opening panel does not appear

Sometimes a computer's optical drive does not automatically run a CD.

To start the installation from the product CD

1. On your desktop, double-click **My Computer**.
2. In the **My Computer** window, double-click the icon for your optical drive.
3. In the list of files, double-click **Start.exe** and then click **Install Norton Internet Security**.

Getting started

3

This chapter includes the following topics:

- Starting Norton Internet Security
- Activating your product
- Creating a Norton Account
- Exploring the main window
- Responding to System Status indicators
- Monitoring the protection status of a feature
- For more information

Starting Norton Internet Security

See "Responding to System Status indicators" on page 24.

Norton Internet Security protects any computer on which it is installed. You do not have to start the program to be protected.

At any time, you can start Norton Internet Security to adjust the settings or perform preventive maintenance. All of the program features can be accessed from the main window.

To start Norton Internet Security

❖ Do one of the following:

- In the Windows notification area, double-click the **Norton Internet Security** icon.
- On the Windows taskbar, click **Start > All Programs > Norton Internet Security > Norton Internet Security**.

Activating your product

If you did not activate your product during installation, you receive an activation-needed alert regularly until you activate the product.

Product activation reduces software piracy and ensures that you use authentic Symantec software. Activation provides you with a specified period of subscription to your Norton product. You can also renew your subscription to continue using Norton Internet Security.

You must activate your product within the time period that the alert specifies, or your product stops working.

You can activate your product directly from the activation-needed alert or from the main window. Activation should take only a few minutes.

During activation, the **Norton Account** window appears. You can create your Norton Account and register your product. You can also view details, such as your Product Key, your registration date, and recent updates to the product. If you skip the **Norton Account** window, the product is activated, but the Product Key is not saved in the Norton Account. You can print the Product Key to reinstall your product in the future.

To activate your product from the alert

1. In the alert, do one of the following:
   - If you purchased a subscription version of a retail product or the product came installed on your computer, select **Activate Now**.
   - If you want to renew the subscription of your product, select **Renew Now**.

   You can also activate or renew the subscription of your product from any non-admin user account.
2. Click **OK**.
3. Follow the on-screen instructions to activate or renew your product.
4. In the window that appears, click **Done**.

To activate your product from the main window

1. In the Norton Internet Security main window, do one of the following:
   - If you purchased a subscription version of a retail product, click **Activate Now**.
   - If the product came installed on your computer, click **Activate Online Now**.
   - If you want to renew the subscription of your product, click **Renew**.

   You can also activate or renew the subscription of your product from any non-admin user account.
2. Follow the on-screen instructions to activate or subscribe your product.
3. In the window that appears, click **Done**.

About problems during activation

If you cannot connect to the Symantec servers to activate your product, first check your Internet connection. You then need to see if you have parental control software, either installed or through your ISP, that might block the connection.

A connectivity problem can occur if you use parental control software. If you suspect that parental controls

might block the connection, you can configure the parental controls so that they do not block the activation procedure. You need to log on to your parental control software or to the Internet through your ISP as an administrator to change your configuration.

If you use a proxy server to connect to the Internet, you must configure the proxy settings. You can configure Network Proxy Settings in the **Miscellaneous Settings** section.

Creating a Norton Account

Your Norton Account stores the Product Key and the billing information of your product. You can also register your product with the Norton Account.

In addition, Norton Account helps you to do the following:

- Access the Product Key and other product information when you need it.
- Reinstall your Norton product.
- Buy additional Product Keys for your home or office.
- Check and download the latest version of the product by using Norton Update Center.
- Save online orders and update billing information.
- Log in to other product add-ons such as Norton Online Family and Norton Online Backup.

Your computer must be connected to the Internet to create a Norton Account. If you use a proxy server to connect to the Internet, you must configure the proxy settings. You can configure Network Proxy Settings in the **Miscellaneous Settings** section.

You can also create a Norton Account when you activate your product. When you create your Norton Account from the product, your product gets registered in your account. If you have an existing Norton Account, you can provide the same email address in

the **Norton Account** window in your product. This way, you can register your current product and add it to the list of Norton products in your existing Norton Account. If you upgrade your registered product to the latest available version, your product remains registered to the same Norton Account. In this case, you can continue using the same Norton Account login credentials.

Symantec products that are older than the 2006 product year do not appear in your Norton Account.

To create a Norton Account from the Norton Account Web page

1. In the Norton Internet Security main window, click **Account**.
2. In the Norton Account Web page that appears, click **Sign up now**.
3. In the **Norton Account Sign Up** Web page, provide the details about your account information, and then click **Sign Up**.

To create a Norton Account and register your product after activation

1. In the Norton Internet Security main window, click **Account**.
2. In the **Activation – Norton Account** window, type your email address.
3. In the **Create your Norton Account** window, provide your account details, and then click **Next**.
   Your product information gets saved in your Norton Account only after you log on to your Norton Account.
4. Do one of the following:
   - To confirm your Norton Account, click **Done**.
   - To log on to your Norton Account and access your product information, visit www.mynortonaccount.com.

Exploring the main window

When you start Norton Internet Security, the main window opens. The main window provides access to all Norton Internet Security features, options, Help, and Support.

To explore the main window

See "Starting Norton Internet Security" on page 17.

1. Start Norton Internet Security.
2. On the top of the main window, click the link that you want to explore. Your options are:

Settings	Lets you view Computer Settings, Network Settings, Web Settings, Miscellaneous Settings, and Parental Controls
Performance	Lets you view and monitor your system activity
Feedback	Lets you submit feedback about your experience with your Norton product
Account	Lets you manage all of your Norton product information from one location
Support	Lets you view Norton Help Center, Norton One Click Support, Tutorials, and About Norton Internet Security information

3 In the center of the window, click the option in the category pane that you want to explore. Your options are:

Computer Protection	Helps you secure the data on your computer from viruses and other threats
Network Protection	Helps you secure your system from threats over the network
Web Protection	Helps you manage your identities and provide additional security while you surf the Web or perform online transactions

4 On the bottom of the main window, click the options in the **Norton Internet Security Control Center** you want to explore. Your options are:

Activity Map	Lets you access the world map with hotspots of cybercrimes and the latest threats.
Online Family	Lets you set up Norton Online Family so that you can monitor your child's activities on the Internet.
Online Backup	Lets you set up a Norton Online Backup account or access your online backup status.
Safe Web	Lets you check the safety of a Web site or perform a Safe Web search.

These options may not be available with some versions of Norton Internet Security. In such case, you may not be able to access this option.

Responding to System Status indicators

Norton Internet Security displays the overall protection status of your computer as **System Status** at the top of the main window. When the **System Status** needs attention or is at risk, you can take appropriate action to improve the **System Status**. Your computer protection is based on the programs that are installed on your computer. To improve your protection status, ensure that your installed programs are up to date.

The **System Status** indicator displays the following statuses:

Secure	Indicates that your computer and activities are protected from threats, risks, and damage.
Attention	Indicates that your computer and activities require attention. Take appropriate action to improve your protection status.
At Risk	Indicates that your computer and activities are at risk. Take immediate action to improve your protection status.

You can respond to the **System Status** indicators directly from the main window.

To respond to System Status indicators from the main window

1. In the Norton Internet Security main window Control Center, click **Fix Now**.
2. Follow the on-screen instructions.

Monitoring the protection status of a feature

The Norton Internet Security main window acts as a security management interface. You can access the main features and monitor the performance of your computer from the main window.

At times, you may want to turn off any option for a particular purpose. But by doing so, the status of your system changes to **Attention** or **At Risk**. In such cases, you can ignore the protection status of a particular feature to maintain a healthy overall system status. For example, you want to turn off **Browser Protection** for a limited period, and you still want the system

status to be **Secure**. In this case, you can ignore the protection status of **Browser Protection** and then, turn off the option. When you ignore the protection status of a feature, it does not affect the overall **System Status**.

You can also monitor the protection status of the feature that has been ignored at any time.

You can ignore or monitor the protection status of only selected features that are available in the main window.

The features are:

- Antivirus
- Antispyware
- SONAR Protection
- Smart Firewall
- Intrusion Prevention
- Email Protection
- Browser Protection
- Safe Surfing

To monitor the protection status of a feature

1. In the Norton Internet Security main window, move your mouse pointer over the feature that you want to ignore or monitor.
2. Do any of the following:
   - To ignore the protection status of the feature that affects your computer's overall health evaluation, click **Ignore**.
   - To monitor the protection status of the feature that has been ignored, click **Monitor**.

For more information

The product documentation helps you use Norton Internet Security. You can find the information that you need on your computer and on the Symantec Web site.

Accessing Help

Help is available throughout your Norton product. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help provides a guide to all of the product features.

To access Help

1. At the top of the main window, click **Support**.
2. In the drop-down menu, click **Help**.
3. In the **Help** window, in the left pane, click a tab. Your options are:

Contents	Displays Help by topic
Index	Lists all keywords for the Help topics in alphabetical order
Search	Opens a search box in which you can type a word or a phrase

To print a Help topic

1. In the **Help** window, click the **Contents** tab.
2. In the Contents list, select the topic that you want to print, and then click **Print**.
3. Select whether you want to print only the selected topic, or the topic and all of the subtopics under it.
4. Click **OK**.

Accessing the Symantec Web site

You can access the Symantec Web site from your product or from a browser.

To access the Symantec Web site in your browser

1. Open your Web browser.
2. Go to the following URL:
   www.symantec.com

Responding to emergencies

4

This chapter includes the following topics:

- Using the Norton Bootable Recovery Tool if you cannot install the product
- Downloading the Norton Bootable Recovery Tool

Using the Norton Bootable Recovery Tool if you cannot install the product

If the installation of your product fails, you can use the Norton Bootable Recovery Tool, which is located on your product disc. The Norton Bootable Recovery Tool helps you to check your computer for the risks that can prevent successful installation.

You must be able to start your computer from a USB device to use a USB version of the Norton Bootable Recovery Tool.

To use the Norton Bootable Recovery Tool if you cannot install the product

1. Insert your product media into the drive.
2. Exit all programs, and restart your computer.
3. When you see the message **Press any key to boot the computer from CD, DVD or USB**, press **Enter**.
4. In the **Norton Bootable Recovery Tool** window, select your language, and then click **OK**.

5 Type your Norton Product Key if prompted, and then click **I Agree to accept the License Agreement**.

6 Click **Start Scan**.

7 After the scan is completed, remove the media from the drive and restart your computer.

Downloading the Norton Bootable Recovery Tool

If the installation of your product fails, you can download the Norton Bootable Recovery Tool. The Norton Bootable Recovery Tool helps you to check your computer for the risks that can prevent successful installation. The download contains an easy-to-use wizard that enables you to download the wizard to your computer or create a bootable CD, DVD, or USB device.

You must be able to start your computer from a USB device to use a USB version of the Norton Bootable Recovery Tool.

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

You must have a Product Key to use the Norton Bootable Recovery Tool. Trialware users must create a Norton Account to receive a Product Key to use Norton Bootable Recovery Tool.

To download the Norton Bootable Recovery Tool Wizard from the Internet

1 Go to the following URL: http://www.norton.com/recoverytool

2 Follow the on-screen instructions.

To download the Norton Bootable Recovery Tool Wizard from Norton Internet Security

1 In the Norton Internet Security main window, in the **Computer Protection** pane, click **Scan Now**.

2 In the **Computer Scan** pane, do one of the following:
   - Click **Quick Scan**.
   - Click **Full System Scan**.
3 At the bottom of the scan window, next to **If you think there are still risks**, click **click here**.
4 In the **Norton Rescue Tools** window, click **Download Norton Bootable Recovery Tool**.
5 Follow the on-screen instructions.

Service and Support Solutions

About Support

If you have purchased Norton 360, Norton Internet Security, Norton AntiVirus or Norton AntiVirus Classic, you can access Support through the product after it is installed.

See the section "One Click Support" for more details.

For all other products, to help you find an answer to your query or issue, we have two support options available. Details of each option are explained in the relevant section:

- Self Help
- Contact Support

Support offerings may vary based on the language or product.

Accessing One Click Support

This feature is available for Norton 360, Norton Internet Security, Norton AntiVirus and Norton AntiVirus Classic.

One Click Support lets you access support from within your product and offers the tools that automatically diagnose and resolve common issues. You can also search for solutions or gain easy access to support by phone, as well as free support by chat and email.

To access One Click Support

1. In the main product window, click **Support**
2. In the drop-down list, click **Get Support**.

Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries. For full support details, please visit:

www.symantec.com/globalsupport

About Self Help

The Symantec Web site contains answers to the most common customer questions. From our Web site you can:

- Find help with your subscription, download, product activation, or other nontechnical issues.
- Search our Support Resources for help with technical issues, such as installing, configuring, or troubleshooting errors with your Norton products.
- Find information about the latest virus threats and removal tools.

You can access the Symantec support Web site at:

www.symantec.com/globalsupport

Select your country to get access to Customer Service, Technical support, and Help against Spyware and Viruses.

Contact Support

In addition to using our Self Help options, you can contact a support representative by chat, email, or phone.

Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries. For full support details, please visit:

www.symantec.com/globalsupport

Following is an overview of our support offerings:

Chat	Chat in real time with a support representative. For more complex technical issues, chat offers the option to allow a support representative to connect remotely to your computer and resolve your problem. Chat support is free, with the exception of our Virus and Spyware Solution service.
Email	Submit your question on our Web site and receive a response by email. Email support has a slower response time when compared to chat or phone. Email support is free.
Phone	Speak to a support representative in real time.

To contact a support representative, please visit the Symantec support Web site at the following URL:

www.symantec.com/globalsupport

The online support option is displayed first, followed by the contact options where you can select the type of support you prefer.

Support policy

When Symantec announces that a product is no longer marketed or sold, telephone support is discontinued six months after the termination announcement. Technical information on these products may still be

available through the support Web site at the following address:

www.symantec.com/globalsupport

Symantec reserves the right to change its support policies at any time without notice. You can view the latest version of the support policy at the following URL:

www.symantec.com/supportpolicy

About keeping your subscription current

Subscription period lengths vary by Symantec product. To maintain uninterrupted protection, you must keep your subscription up to date. If you do not renew your subscription, you cannot obtain updates of any kind and the software no longer functions.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Follow the instructions on the screen to renew.

When you renew your subscription, the definition updates and new product features are available throughout the subscription period. Please note that features may be added, modified, or removed during this period.

Worldwide service and support

Worldwide service and support solutions vary by country. For the Symantec local offices please see the details and addresses that are listed below. To contact one of our Support offices, please go to the following Web site and select your language.

www.symantec.com/globalsupport

Region	Contact information
North America	■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. www.symantec.com/globalsupport
Australia and New Zealand	■ Symantec Australia Level 2, 1 Julius Avenue North Ryde, NSW 2113 Sydney Australia www.symantec.com/globalsupport
Europe, Middle East, and Africa	■ Symantec Ltd PO Box 5689 Blanchardstown Dublin 15 Ireland www.symantec.com/globalsupport
Latin America	■ Symantec Brasil Sevico e Suporte Symantec Av. Dr. Chucri Zaidan, 920, 14º andar CEP 04583-904 São Paulo - SP Brasil www.symantec.com/globalsupport ■ Portuguese language support: www.symantec.com/globalsupport ■ Spanish language support: www.symantec.com/globalsupport

ClubNorton

ClubNorton is your one-stop resource center for Internet security. As a Norton customer, we want to make your experience with your computer safe, enjoyable, and productive. Whether you use your computer to manage your personal finances, shop online, or share your latest digital photos with friends and family, ClubNorton makes your experience a good one. Our goal is to consistently provide the proper tools and information to keep our customers up to date.

For more information, go to the following URL and select your country or region in the drop-down menu:

www.clubnorton.com

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Quick Installation

Norton Internet Security includes protection updates and new product features as available throughout this renewable service period. With this service you receive the right to use this product on one computer or on the specified number of computers during the service period, which begins upon initial installation. This renewable service includes protection updates and new product features as available throughout the service period, subject to acceptance of the Symantec License Agreement included with this product and available for review at:

www.symantec.com

Product features may be added, modified, or removed during the service period.

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

Installing Norton Internet Security

You can install Norton Internet Security from a CD, a USB drive, or from a file that you download.

To install Norton Internet Security

1 Do one of the following:
   - If you install from a CD, insert the CD into the optical drive.

     In Windows Vista or Windows XP, click **Install Norton Internet Security.**

     In Windows 7, click **Launch Norton Install** and then click **Install Norton Internet Security**.
   - If you install from a USB drive, insert the USB drive into the USB port.

     In Windows Vista or Windows XP, click **Launch Norton Install** and then click **Install Norton Internet Security**.

     In Windows 7, click **Open Folder to view files**, double click **Start.exe** and then click **Install Norton Internet Security**.
   - If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.
2 In the Norton Internet Security installation page, enter the Product Key.
3 Click the **Install Options** link, review the options, and then click **OK**.
4 Click the **User License Agreement** link, and read the agreement.
5 After you have read the agreement, click **AGREE & INSTALL**.

Norton from Symantec products protect consumers from traditional threats with antivirus, antispam, and Spyware Protection. They also protect against bots, drive-by downloads, and identity theft, and are light on system resources. In addition, Symantec provides services such as online backup and PC Tuneup, and is a trusted source for family online safety. For more information, please click one of the following links:

Antivirus | Antispam | Spyware Protection | Online Backup

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